

# State telecommunications management manual

State of California  
Department of General Services

Telecommunications Division  
Sacramento, California

Category:

**Billing For TD  
Services**

Chapter Title:

**CALNET Billing**

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## GUIDELINES TO CALNET BILLING

This chapter discusses the CALNET invoice. CALNET invoices are generated to clients for CALNET, CALDEX and CALNET Data services. An Agency Telecommunications Representative (ATR) should be aware that other telecommunications bills may also be received by their agency for telecommunications services not provided and billed by CALNET. ATR's should review telephone bills for accuracy, search for possible indications of misuse and check questionable charges with their managers.

## LOCAL, LONG DISTANCE AND CALNET DATA SERVICES

Information for billing CALNET services and usage is collected from a variety of sources. When the data is collected directly from the CALNET network, the billing is one month in arrears. When data is collected and received from Local Exchange Carriers (LEC) or Interexchange Carriers (IXC), the billing is two months in arrears.

### *Local Telephone Services*

Agencies with CALDEX as their local telephone service will receive a detailed CALNET bill listing the monthly service and usage charges associated with their CALDEX lines, features, voice mail, local and long distance CALNET calls placed from the CALDEX line. A sample of a TD bill for CALDEX service is located in *Appendix 1, Sample CALNET Invoice and Appendix 2, CALNET Call Type Codes*.

### *Long Distance Services*

CALNET as a long distance service provider bills for the following types of calls: CALNET long distance, CALNET Card and CALNET Toll Free. See *Appendices 1, 3, 4, and 5, Sample CALNET Invoices and Appendix 2, CALNET Call Type Codes*.

### *CALNET Data Services*

CALNET Data Services appear on clients' CALNET invoices as Other Charges and Credits (OCC). See *Appendix 4, Sample CALNET Invoice and Appendix 2, CALNET Call Type Codes*.

## **CALNET BILLING MASTER UPDATE**

Each telephone number receiving CALNET service must be assigned an agency billing code. For Centrex customers who either add, disconnect or change numbers, ATR's must complete a CALNET Billing Master Update TD-908 form and send it to the TD, CALNET Accounts Administration, in order to update the CALNET billing master file. This process also applies to CALDEX and switched access customers who require changes to the agency billing code associated with their telephone numbers. See *Chapter 0999.0, Billing for TD Services Forms Index*.

## **CALNET BILLING OPTIONS**

CALNET offers the following billing options:

### **STANDARD BILLING FORMAT FEATURES**

A detailed invoice that includes:

- An invoice/remittance page,
- Itemized monthly charges and itemized usage charges, and
- An invoice summary and traffic (usage) statistics.

### **OPTIONAL BILLING OFFERINGS**

The following options are offered:

- Duplicate invoices
- Bill reprints
- Call detail with page break by telephone number
- Call detail on magnetic media

Contact Program Management & Administration, CALNET Billing Inquiries for rate and ordering information.

*See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.*

## **Appendix 1, Sample CALNET Invoice**

The alphanumeric listings correspond to the attached CALNET invoice.

### INVOICE/REMITTANCE PAGE

The top portion of this first page includes general agency information, invoice date and number, service period and the total amount due. The bottom portion may be used for the remittance. Agencies submit payment directly to the Department of General Services (DGS) unless the agency is under the DGS direct transfer system. Contact the agency accounting office to determine which one applies.

### ITEMIZED CHARGES AND USAGE PAGES (PAGE 1)

Itemized portion of bill that includes the monthly recurring and non recurring charges, partial month billing charges and credits, other charges or credits, long distance and directory assistance charges and usage.

- A. Agency name and DGS agency billing code, preceded by a zero.
- B. Date of the bill, service period for which the bill is issued, and the invoice number.
- C. Currently, the cost center is the same as the DGS agency code.
- D. Billing telephone number (TN). Service telephone numbers that bill to the billing TN appear on the invoice after the billing TN as an "associated number". An associated number indicates that calls were generated from this actual service telephone number but the charges and credits are billed against the given billing TN.
- E. Master service date. This is the date the subscriber began telephone service for the billing TN in the format YYMMDD (year/month/day).
- F. Monthly charges for this telephone line. Includes a list of all features applied to the line, whether or not there are charges for the features. In this example, the line has features that carry no additional charges above the line charge. There is an extension of this line occurring in the same building and the agency has ACORDS service, for which there is a \$.05 monthly charge per line. Information includes previous and current bill dates, quantity of charges, monthly amount, item code, total monthly recurring charges.
- G. Long distance and directory assistance calls. Information includes the date and time the call was placed, originating number, called number and location. Generally, the billing TN and the originating number will be the same but they may be different, depending on the call type.
- H. The length of the call is shown in minutes and hundredths of a minute, and is always rounded up to tenths of a minute for charges. For example, calls that show a duration of .31 or .36 (31 or 36/100 of a minute) are both billed at 4/10 of a minute.
- I. The actual charge billed for the call. Comp Charge is a comparison cost if the call had been placed using another carrier instead of CALNET.

**Appendix 1, Sample CALNET Invoice (continued)**

J. This is the type of call. Note the two different charges for DAST calls since one is for local directory assistance and the other is for an operator in another area code inside the state. (There is a third rate charged for interstate directory assistance calls.) See the “CALNET Call Type Codes” section in this appendix for explanation of call types.

K. Sum of monthly recurring charges and long distance and directory assistance charges.

ITEMIZED CHARGES AND USAGE PAGES (PAGE 2)

This page contains the same information shown on the previous page, but for a different billing TN. An agency has many more pages in their monthly bill.

AGENCY AND COST CENTER SUMMARY PAGE (PAGE 4)

L. An agency summary displays: the total for all monthly recurring charges, partial month billing charges and credits, non recurring charges, other charges and credits, and long distance/directory assistance charges for that billing TN. In this example, the cost center and agency summary are identical since the cost center has no separate identification. This bill shows three categories of charges.

M. The traffic statistics section includes the charges for each type of call, the number of calls and the total amount of usage minutes. Traffic statistics also record total usage charges, comparison charges and net savings using CALNET. Again, the cost center and agency summary are identical since the cost center has no separate identification.

## Appendix 2, CALNET Call Type Codes

### CALNET CALL TYPE CODES

These codes are located on the CALNET invoice.

CALL TYPE	DESCRIPTION
AMGT†	CALNET call originating from a GTE CentraNet (with station detail billing).
AMPB†	CALNET call originating from a Pacific Bell Centrex (with station detail billing).
CA3N†	Third number call billed to a CALDEX station.
CACC†	Call placed over MCI's network using a CALNET Card.
CACD†	Call billed to a CALDEX station in which a calling card was used to initiate the call.
CACO†	Collect call to a CALDEX station.
CADD†	Call placed over a local exchange or an interexchange carrier's network and charged to a CALDEX station.
CAIW†	Call placed over an interexchange carrier's network that terminates at a CALNET toll-free service number.
CATG†	Telegram charge billed to a CALDEX station..
CCRD	CALNET call placed using a CALNET Card.
DAST	Directory assistance call.
IWAT	Call carried by CALNET that terminates at a CALNET toll-free service number.
OSDD	CALNET call to an international number.
TOZM	This call may be one of the following: A CALNET call originating from a CALDEX station, a PBX or a Centrex (without station detail billing); a CALNET call originating from a number using CALNET for its interLATA and interstate calls; a Zone Usage Measurement call originating from a CALDEX station.

† Local exchange and interexchange carriers provide call detail records on these call types.

### **Appendix 3, Sample CALNET Invoice**

This sample shows FGD (Switched Access), including Directory Assistance and all International calls.

### **Appendix 4, Sample CALNET Invoice**

This sample shows:

CALNET card.

OCC billing:

Data Services	DAT/003-0800
Misc. Services	SPC/003-0800

Toll-Free Service, including:

- Monthly Charges
- Usage Charges

CALDEX Service, including:

- Monthly Charges
- Local Calls
- Off-Net Calls
- Directory Assistance Calls
- International Calls

### **Appendix 5, Sample CALNET Invoice**

This sample shows:

CALNET calls from Centrex/CentraNet locations:

From GTE Centranet	AMGT call type
From Pacific Bell Centrex	AMPB call type